

Healthy Blue system issues that affect reimbursement

Summary of change/update: This table provides pertinent end-to-end details as Healthy Blue works to evaluate the root cause, validate, fix, and reprocess clean claim submissions that are denied or reduced in payment due to a Healthy Blue system error. This information will be updated for issues that affect multiple providers in our network. This will not include any issues that affect just one provider.

Why is this change necessary?

Healthy Blue wants to ensure that providers know when there is a system error that could impact their reimbursement. Providers are now able to view updates specific to known system issues that may impact claims adjudication and reimbursement at [provider website](#) > Communications > *Provider News*.

What is the impact of this change?

Continue to follow existing processes or contact your provider relationship management representative with any questions. Note that no claims refiling is needed.

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)
Reimbursement for CHW services rendered in an FQHC/RHC setting	Reimbursement of the FQHC/RHC encounter rate is intermittently occurring when there is no office visit billed on the claim. CARC: N/A RARC: N/A	8/26/2024	Awaiting system update	Federally qualified health centers Rural health clinics	Not applicable as claims are overpaid.
Therapy Services Rendered in an FQHC, RHC, American Clinic	Claims rendered in an FQHC, RHC, or American Indian clinic setting and submitted with any of the codes below are intermittently denying: CPT® Code List: 92551, 92552, 92553, 92555, 92556, 92557, 92558, 92563,	8/26/2024	System updated/ awaiting claim recycle	Federally qualified health center Rural health clinic American Indian clinic	10/1/2024

<https://provider.healthybluela.com>

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Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)
	92565, 92567, 92568, 92570, 92571, 92572, 92575, 92576, 92577, 92579, 92582, 92583, 92584, 92587, 92588, 92590, 92591, 92592, 92593, 92594, 92595 CARC:8 RARC: N95				

Recently closed issues

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Interest Payments for Hospital Lab System Issue	Interest for the previously posted hospital lab system issue was not paid for all the impacted claims at the time the claims were reprocessed.	8/28/2024	Checks released	Acute hospitals	9/27/2024 (final date of all check releases)



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